



# UMAR WAQAS

## CUSTOMER SERVICES & DATA ENTRY CLERK

### CONTACT

- +92-334-8713699
- umarwaqas44@outlook.com
- [www.linkedin.com/in/umar-waqas-24a232266/](http://www.linkedin.com/in/umar-waqas-24a232266/)
- Islamabad, Pakistan

### CAREER OBJECTIVES

Customer services & data entry expert who identifies customers needs & delivers effective solutions to problems. Committed to provide high quality customer care to create a positive environment. Personable & professional under pressure with positive, motivated and calm nature.

### EDUCATION

#### Bachelor of Commerce Accounting & Finance

University Of The Punjab  
Punjab College, Rawalpindi  
2016-18

#### Intermediate in Commerce

BISE RWP, Punjab  
Punjab College, Rawalpindi  
2013-2015

### SKILLS

- Excellent Communication skills
- Managing client correspondence
- Microsoft Office-Word & Excel
- Excellent Customer Service
- Ability to understand customer needs and expectations and provide excellent service
- Ability to coordinate/organize workload
- Excellent Typing and Data Entry Skills

### EXPERIENCE

#### Great Union Exchange Company (PVT). Ltd

Mar 2018 - Sep 2022

- As a data entry Clerk responsible for transferring paper formats into computer files or database systems.
- Typing in data provided directly from customers.
- Creating spreadsheets with large numbers of figures without mistakes.
- Maintains files, records, and chronologies of entry activities.
- Daily file maintenance, and record keeping.
- Working fast, efficiently and accurately.
- Create and maintain reports on customer interactions.
- Encourage customers to complete satisfaction surveys.
- Update customer records in our system, including notes about conversations and outcomes.
- Maintaining open and interactive communication & Ensuring customer satisfaction.

### LANGUAGE

Urdu ██████████  
English ██████████  
Punjabi ██████████

### CERTIFICATE OF TRAINING

Introduction, Supervisory & Legal Frame work for Exchange Companies.